



TLC HOUSE INDIANA

Frequently Asked Questions

Q: How will I know that I will be safe?

A: Safe and Secure Housing is TLC's first priority. TLC's residential living center is equipped with a security system that includes two 24-hour surveillance cameras at all entrance points. Key pass codes are required for entry doors. All windows are secured with motion sensors. Should an alarm be set off, the Local Police Department is the first point of automatic contact, followed by the Executive Director and 2 members of the Board of Directors. The close proximity of Angola Police Department ensures a quick response, and the on-site presence of TLC's Residential Manager, allows our residents to feel secure.

Q: Will I be sleeping on a cot with others in one large room; What is TLC's living arrangements like?

A: The TLC House provides 11-beds for women and children. The only incident where a hide-a-bed may be used is in the case of an over-night emergency placement. The arrangements for a bedroom are made the next morning.

Our living center has three large bedrooms, a fully equipped kitchen and dining area. There is access to washer and dryer, two large communal living areas, 3-bathrooms, a fully stocked supply room with personal hygiene needs as well as a food pantry, and fenced back yard with playground. There is an outdoor play area that is monitored at all times. Residential parking is located in the back of the living center where vehicles will not be seen or identified by

passers-by. The TLC house is not identified by yard signage on the property.

Q: What other services does the TLC House offer?

A: In addition to providing safe shelter to women and children victims of violence, the TLC House offers a wide range of supportive services. TLC clients meet once a week for 3-different programs; “Codependency: Untangling Relationships”, “Financial Literacy & Empowerment” and “Seeking Safety: Trauma-Based Self-Care”. The TLC House also provides supportive services such as individual counseling, job search assistance and referrals, assistance with budgeting and meeting financial goals and establishing independent housing.

Q: What can I bring with me to the TLC House?

A: Residents of TLC may bring personal items (shoes and clothing as well as cherished personal items). Also, TLC House owns a large storage barn that serves as additional storage for larger items.

TLC provides personal hygiene products, bedding, laundry soap, towels, and basic food provisions

Q: What if I have to leave my personal items behind?

A: If your name is on the lease or deed to the property from which you fled, we can arrange for a police officer to accompany you to pick up essential personal belongings from your residence. If you are not able to return to your residence, the TLC Executive Director will work with you to replace clothing, medications, birth certificates, and other vital items left behind.

Q: How will I get to the TLC House if I do not have transportation?

A: TLC staff and volunteers can be arranged to pick up women and children. In order to ensure the safety of all individuals involved and the safety of women, TLC staff or volunteers, may ask to meet you at a public location (gas station, grocery store, etc), in order to avoid escalating potentially violent situations at your home/abusive environment. If this is not option, TLC staff recommends calling 911 for assistance.

Q: What will happen when I arrive at the TLC House?

A: A staff member will help you complete an intake interview. She will provide a tour of facility, and explain the Residential Participation Guidelines. After the initial intake process, you will shown your room and provided with linens and self care kits. Should you need medical treatment, the intake specialist or trusted TLC volunteer will arrange for you to go to the hospital or schedule you with a doctor at the local Free Health Clinic. After you are settled in the shelter, you will meet with the Executive Director to determine how we can best help you during your stay.

Q: What will be expected of me during my stay at TLC?

A: With assistance from your case manager, you will be expected to set goals for yourself and work towards these goals. All residents are required to attend the educational groups and house meetings, when possible. You will be expected to refrain from using drugs or alcohol during your stay. Residents with children are asked to attend parenting groups as offered and are expected to supervise children at all times. Mistreatment of children is not tolerated including verbal abuse and physical discipline such as spanking.

Q: How long can I stay at the TLC House?

A: The average stay at the TLC House is 4 to 6 months. Typically this depends on your achievement of financial oriented goals and acquiring independent housing. Residents are eligible for Supportive services (such as educational and recovery based support groups) for up to 90-days after the acquisition of independent housing. After 6 months in residency, you may apply for an extension of your stay not to exceed 12 months.